

**Necessary Competencies for Direct Support Staff Working  
in Community Residential Services for People with Developmental Disabilities  
(in order of frequency and priority for broad competency areas, skill  
standards, and job tasks).**

**1. Household Management - Assist the individual with household management (e.g. meal preparation, laundry, cleaning and decorating) and with transportation needs to maximize his or her skills, abilities and independence.**

A. Coordinates necessary shopping activities.

1. Assists individual in purchasing personal need items (e.g. health and beauty supplies, clothing).
2. Purchases groceries based on planned menu in accordance with individuals preferences.
3. Purchases needed household supplies and items.
4. Puts supplies away.
5. Supports individuals in choosing clothing styles based on their likes and dislikes vs. staff likes and dislikes.
6. Assists individuals in to prioritizing their personal needs and developing individual budgets.
7. Prepares a grocery list based on the individual's food preferences.
8. Assists individual to purchase gifts and presents as needed and within budget.
9. Purchases items after comparing prices and quality and selecting the best value.
10. Involves individuals in deciding whether they want to go shopping and in choosing the location.
11. Assists individuals with making decisions regarding purchases.
12. Notifies appropriate staff when various supplies are low in the house.
13. Knows and adheres to household spending limits (e.g., groceries, supplies) and follows agency financial procedures.

B. Assists and ensures that meals are prepared.

1. Assists individuals as needed in preparing for and cooking meals.
2. Follows menus and recipes.
3. Assist consumer in recognizing safety precautions and issues regarding food preparation and cooking.
4. Assists individual in following special diets (soft, puree, low calories, sodium free, low fat).

5. Feeds individuals as needed and identified in their individual plans.
  6. Washes hands before and after handling food items and/or touching another person or item.
  7. Stores leftover food appropriately (e.g., dating food, throwing out old food).
  8. Handles food properly.
  9. Assists individuals as needed in planning meals and developing menus based on their preferences (e.g., creative variety in foods, menu options, using substitution lists).
  10. Assists individuals as needed in cleaning-up after food preparation, cooking and meals.
  11. Assists individuals as needed in preparing individual lunches.
  12. Uses kitchen equipment correctly (e.g., dishwasher, food processor, oven, stove, microwave, blender).
  13. Assists individuals as needed in presenting the meal and environment in an appealing manner.
  14. Cleans out the refrigerator and cabinets as needed.
- C. Completes financial planning and management for individuals served.
1. Knows the balance of individuals personal funds and assists individuals as needed in making appropriate expenditures based on the availability of funds.
  2. Uses house and individual consumer petty cash/spending money in accordance to agency policies and procedures.
  3. Organizes and keep receipts.
  4. Completes accurate audits individual consumer funds as indicated by agency policies and procedures.
  5. Assists and supports the individuals in banking (e.g., deposits, withdrawals, cashing checks).
  6. Documents and records all financial transactions.
  7. Knows the balance of household funds and makes appropriate expenditures based on the availability of funds.
  8. Balances various accounts (e.g., petty cash, consumer checkbooks).
  9. Completes cash on hand sheets accurately and when necessary.
  10. Completes end of the month packets.
  11. Completes Medical Assistance paperwork and submits it in a timely manner.
- D. Completes household routines.
1. Assists individuals as needed with cleaning (e.g., bathroom, dusting, dusting blinds, kitchen, windows, refrigerator, sweeping, mopping, vacuuming, carpet cleaning).
  2. Assists individuals as needed with laundry.
  3. Assists individuals as needed in decorating the house for celebrations.
  4. Knows the home is the individual's and is respectful of this (e.g., knocks on the outside door before entering, refrains from calling it "my" home).

5. Knows the household routines and shift flow.
  6. Knows where cleaning and household items are stored in their house.
  7. Assists individuals as needed with making beds.
  8. Assists individuals as needed in washing the dishes or running the dishwasher.
  9. Stores and uses cleaning and household products appropriately.
  10. Assists individuals as needed in recycling.
  11. Assists individuals as needed in completing pet care (e.g., feeding, bathing, health care).
  12. Completes house walk-through checklists to identify needs.
  13. Assists individuals as needed in maintaining plants and wall hangings.
- E. Ensures maintenance on household is completed.
1. Completes simple home repairs.
  2. Schedules needed repairs and home maintenance.
  3. Knows and uses the maintenance on-call system.
  4. Identifies accessibility and accommodation issues for individuals within house.
  5. Maintains proper temperature in refrigerator.
  6. Changes light bulbs.
  7. Maintains proper temperature in home as determined by individual consumer preferences and needs.
  8. Assists and supports the individual in completing lawn care and yard work.
- F. Transportation/ Vehicle Maintenance
1. Uses approved gas purchasing procedures for company vehicles.
  2. Secures people who use wheelchairs in van safely.
  3. Uses lifts on vehicles appropriately.
  4. Assists individuals in arranging transportation for appointments and events.
  5. Maintains legal driver's license and informs agency immediately if license is revoked.
  6. Knows consumer's individual needs while riding in a vehicle (e.g., behavior management, safety).
  7. Drives vehicle safely (e.g., weather conditions, defensive driving).
  8. Supports consumers in using public transportation systems.
  9. Understands and follows vehicle maintenance lists.
  10. Washes company vehicle.
  11. Knows local community routes, roads, major sites and attractions.
  12. Communicates with day program regarding transportation needs/problems.
  13. Uses hazard lights in vehicle as needed (flat tire/break down).

14. Knows what equipment/supplies are located in vehicle and when/how to use them.

**2. Facilitation of Services - Staff has knowledge sufficient to fulfill his or her role related to individual service plan development, implementation and review.**

- A. Understands individual service planning process.
  - 1. Identifies different and creative ideas for initiation of activities/progress.
  - 2. Identifies how goals/objectives are developed and who is involved in developing programs (e.g., ISP, consumer choice, individual medical conditions, age) based on consumer preferences for programs and activities.
  - 3. Generates ideas for training/teaching opportunities
- B. Maintains collaborative professional relationships with the individual and all support team members (including family/friends), follows ethical standards of practice (e.g., confidentiality, informed consent), and recognizes his or her own personal limitations.
  - 1. Identifies and reports important information to coworkers, supervisors and extended team members as requested by team members, agency policy or supervisor.
  - 2. Reads, writes and follows through on all communication in the daily logs and/or communication book
  - 3. Respects and maintains confidentiality of all individual information (such as medical information, history, current programming).
  - 4. Respects the privacy of all individuals.
  - 5. Communicates with, asks questions of and receives feedback from supervisor(s).
  - 6. Informs parents/guardians of necessary events (e.g., problems, incidents, progress, medication changes, medical issues) as requested by team members, agency policy or supervisor.
  - 7. Maintains a positive relationship with members of the individual's support networks and community entities.
  - 8. Identifies personal values, ethics, and cultural practices that could influence staff interactions and interventions with individuals served.
- C. Implements an individualized plan based on the individual's preferences, needs and interests.
  - 1. Identifies and uses various behavior modification techniques.
  - 2. Implements individualized plans that address the challenging behaviors of the specific individuals supported.
  - 3. Implements individualized programs with accuracy and consistency.
  - 4. Implements programs for individuals served.
  - 5. Identifies when it is appropriate and/or inappropriate to use aversive or deprivative procedures to respond to challenging behavior in accordance with agency policies and state laws.
  - 6. Identifies discusses the indications and side effects of various psychotropic medications.

7. Writes goals, objectives, and individual program planning.
  8. Identifies and uses various instructional strategies and effective teaching techniques.
  9. Identifies and respects the individuals right to refuse participation in individualized programs.
  10. Implements individualized plans that address the challenging behaviors with individuals supported as applicable.
  11. Assists individuals in developing and using appropriate social skills while in the community.
  12. Organizes time and efficiently implements various programs.
- D. Assist and/or facilitate the review of the achievement of the individual outcomes.
1. Records program implementation on program data sheets.
  2. Records behavior incidents on behavioral data sheets.
  3. Records necessary information in daily logs in a timely manner.
  4. Records and summarizes program data on monthly summaries.
  5. Compiles data and disseminates to appropriate staff and support network members.

**3. Health and Wellness – Promotes the health and wellness of all consumers.**

- A. Administers medications accurately and in accordance with agency policy and procedures.
1. Administers medications and treatments.
  2. Knows common medications prescribed for the individuals supported and identifies their interactions.
  3. Orders medications and medical/treatment supplies and picks them up at the pharmacy.
  4. Charts medication administration in the medication log.
  5. Packages medications for community outings.
  6. Monitors medication errors and reports errors as identified according to agency policy and procedures.
  7. Destroys medications in accordance with agency policy and procedures.
- B. Observes and implements appropriate actions to promote healthy living and to prevent illness and accidents.
1. Observes and documents signs and symptoms of illness.
  2. Observes and documents medical needs.
  3. Locates relevant health care information, medical histories of all individuals supported.
  4. Monitors individuals for side effects and effects caused by medications or treatments.
  5. Completes psychotropic medication reviews and monitoring forms.

6. Communicates necessary medical information to all support network members, agency staff and others as identified in the individual plan.
  7. Reads and completes health care notes as necessary and in accordance with agency policies and procedures.
  8. Communicates in a professional manner advocating for the individual with nurses, doctors, Qualified Mental Retardation Professionals and other professionals.
- C. Uses appropriate first aid/safety procedures when responding to emergencies.
1. Demonstrates CPR procedures.
  2. Implements first aid in an emergency situation when someone is hurt or ill.
  3. Implements emergency procedures for home and in community in accordance with agency policies and procedures.
  4. Implements seizure protocol.
  5. Implements universal precautions by using personal protective equipment, and using proper disposal techniques in accordance with agency policies and procedures.
  6. Uses emergency telephone numbers appropriately.
  7. Keeps sidewalks clear.
  8. Positions individuals safely in chairs and wheel chairs based on their individual support plans.
  9. Conducts fire and severe weather drills in accordance with agency policies and procedures.
  10. Locates agency policies and procedures regarding medical and health related situations.
  11. Provides necessary supports for consumers to wear weather related clothing/apparel.
  12. Encourages individuals to use personal safety according to their vulnerability (e.g., using appropriate adaptive equipment, staying away from stove if needed).
  13. Provides a safe environment based on skill level and risks for consumers as indicated in their individual plan.
  14. Supports individuals in using appropriate emergency procedures when needed.
  15. Encourages individuals who smoke to do so in a safe manner.
  16. Implements do not resuscitate orders in accordance with agency policies and procedures.
  17. Maintains equipment in working condition (e.g., smoke detector, fire alarm, wheelchairs, fire extinguisher).
- D. Assists individuals in scheduling, keeping, and following through on all health appointments.
1. Schedules medical, dental and other related appointments.
  2. Completes medical referral forms.

3. Documents medical, dental and other related appointments.
  4. Transports and accompanies individuals to medical, dental and related appointments , bringing necessary forms.
- E. Assists individuals in completing personal care (e.g., hygiene and grooming) activities.
1. Assists individuals as needed in taking baths and showers.
  2. Assists individuals as needed in dental/oral hygiene care (e.g., flossing, dentures, brushing).
  3. Assists individuals as needed in dressing.
  4. Assists individuals as needed in hair care/styling.
  5. Assists individuals as needed in using the toilet.
  6. Assists individuals as needed in individuals wear clean clothes that are appropriate to wear for the weather conditions and match based on color, materials, etc.
  7. Assists individuals as needed in deodorant application.
  8. Assists individuals as needed in cleaning glasses.
  9. Assists individuals as needed in handwashing.
  10. Assists individuals as needed in nail care (hands and feet).
  11. Assists individuals as needed in applying makeup.
  12. Assists individuals as needed in wearing cologne/perfume.
  13. Assists individuals as needed in shaving (men's faces, women's armpits, legs).
  14. Assists individuals as needed in menses care.
  15. Assists individuals as needed in care of their personal appliances.
  16. Provides individuals with as much privacy as possible in completing needed personal care as identified in their individual plan.
  17. Assists individuals as needed in being ready on time for catching their bus and completing other responsibilities.
  18. Assist people in getting in/out of bed.
  19. Assists individuals as needed in skin care (e.g., lip balm, moisturizer, sunscreen).
- F. Assists with identifying, securing and using needed adaptive equipment (i.e. adaptive equipment) and therapies (e.g., physical, occupational , speech, respiratory, psychological).
1. Uses proper lifting and transferring and positioning techniques.
  2. Uses and maintains Hoyer lifts in a safe manner as indicated in the individual plans.
  3. Uses and maintains hearing aids in a safe manner as indicated in the individual plans.
  4. Demonstrates the use of individual's needed equipment and knowledge of therapies.

5. Disposes of syringes and other hazardous objects in sharp's containers.
  6. Uses glucose monitoring devices as indicated in the individual plan.
  7. Uses and maintains bumper guards in a safe manner as indicated in the individual plans.
  8. Uses and maintains water beds in a safe manner as indicated in the individual plans.
  9. Uses and maintains hospital beds in a safe manner as indicated in the individual plans.
  10. Uses and maintains side rails in a safe manner as indicated in the individual plans.
  11. Uses and maintains nebulizers in a safe manner as indicated in the individual plans.
  12. Uses and maintains GT pump in a safe manner as indicated in the individual plans.
  13. Uses and maintains electronic feeding pumps in a safe manner as indicated in the individual plans.
  14. Uses and maintains oxygen concentrators/tanks in a safe manner as indicated in the individual plans.
  15. Uses and maintains adaptive positioning equipment in a safe manner as indicated in the individual plans.
  16. Uses and maintains hydraulic tub chairs in a safe manner as indicated in the individual plans.
  17. Uses and maintains orthotic devices in a safe manner as indicated in the individual plans.
  18. Uses and maintains walkers/canes in a safe manner as indicated in the individual plans.
  19. Uses and maintains transfer belts in a safe manner as indicated in the individual plans.
  20. Uses and maintains assistive eating devices in a safe manner as indicated in the individual plans.
  21. Uses and maintains wheelchairs in a safe manner as indicated in the individual plans.
  22. Uses and maintains helmets in a safe manner as indicated in the individual plans.
  23. Uses and maintains prosthetic eyes in a safe manner as indicated in the individual plans.
  24. Uses and maintains consumer's catheters in a safe manner as indicated in the individual plans.
  25. Implements specialized therapies prescribed by specialists healing, (e.g., OT, PT, ST, RT, TR).
  26. Knows Medical Assistance and HMO limitations on securing and fixing adaptive equipment.
- G. Assists individuals in implementing health and medical treatments.



1. Positions, lifts and transfers individuals as identified in individual plans and in accordance with agency policies and procedures.
2. Implements respiratory treatments (e.g., pummeling/suctioning).
3. Implements glucose blood testing.
4. Implements range of motion as identified in individual plans
5. Changes Attends/diapers.
6. Uses feeding tubes as identified in individual plans.
7. Changes catheters as indicated in individual plans.
8. Identifies, articulates to others and implements physician orders.
9. Identifies and uses approved medical abbreviations.

**4. Organizational Participation - Staff is familiar with the organizational mission.**

- A. Staff is aware of the organizational mission and priorities and how it relates to their job roles/responsibilities.
  1. Knows the mission of agency.
  2. Knows the history of agency.
  3. Identifies complaints in a proactive, positive and respectful manner.
  4. Identifies job promotion/job change opportunities.
  5. Is able to balance personal and professional life in effort to avoid burnout.
- B. Staff is aware and implements all organizational policies and procedures.
  1. Communicates and interacts in respectful manner with coworkers and shares the work load with all team members.
  2. Understands and follows agency policies and procedures.
  3. Completes all required staff training.
  4. Knows job roles and responsibilities.
  5. Uses conflict resolution strategies with coworkers.
  6. Understands role as mandated reporter regarding vulnerable adults.
  7. Communicates with supervisors and coworkers by following appropriate channels of communication.
  8. Attends staff meetings.
  9. Completes timecards accurately and timely.
  10. Participates in performance reviews.
  11. Shows up to work on time and when scheduled.
  12. Interacts with individuals in a respectful manner.
  13. Asks questions of coworkers, supervisor management when uncertain of an issue or an answer.
  14. Attempts to find fill-in staff person when taking time off or when others call in sick.

15. Represents agency in positive manner to families, support network members and the community.
16. Presents self as a positive role model for consumers (e.g., table manners, communication, interaction, effort resolution).
17. Knows the agency staff benefit package.
18. Accommodates needs of individuals and coworkers in determining his/her schedule.
19. Knows and follows grievance procedures.
20. Participates in organizational surveys.

**5. Documentation - Aware of the requirement for documentation in his or her organization and is able to manage these requirements efficiently.**

- A. Maintains accurate records, collecting, compiling and evaluating data and submitting records to appropriate sources in a timely manner.
  1. Reads and completes daily logging and charting.
  2. Writes in complete sentences and spells words correctly.
  3. Completes accident/incident reports.
  4. Completes program charting.
  5. Knows where all necessary forms are located.
  6. Uses blue/black ball point pen when documenting.
  7. Uses specific, objective and descriptive language when documenting.
  8. Completes staff orientation/educational plan/in-service forms.
  9. Writes activities and appointments on monthly calendar.
  10. Uses approved used abbreviations.
  11. Reviews all documentation closely for errors and make corrections as needed.
  12. Knows where and acronym list and glossary of terms is located and uses as needed.
  13. Writes necessary information in the staff log and/or shift communication book.
  14. Reads and writes necessary information in the day program communication books.
  15. Completes health care notes.
  16. Completes leisure log forms.
  17. Ensures all necessary documentation is completed by end of shift.
  18. Completes end of the month reports.
  19. Completes referral forms accurately.
  20. Completes facility supply request form.
  21. Completes quarterly and annual reports.
- B. Maintains standards of confidentiality and ethical practice.

1. Respects and maintains confidentiality of all individual information (e.g., medical information, history and current program).
2. Refrains from discussing private information about a person with people who are not involved in the person's life.
3. Before providing information about a person served or permitting access for people to have information, staff member verifies name, position, reason for access required and assures access is appropriate/necessary.

**6. Consumer Empowerment - Enhance the ability of the individual to lead a self-determining life by providing the support and information necessary to build self-esteem, and assertiveness and to make decisions.**

- A. Assists and supports individual in making informed choices, following through on responsibilities and trying new experiences.
  1. Shows respect for individuals by soliciting and honoring choices, encouraging privacy and seeking their input in all day-to-day events or activities.
  2. Assists the individuals in exercising these rights in day-to-day interactions and practices.
  3. Provides individuals with choices in day-to-day life and encourages individuals to make choices.
  4. Presents individuals with options and alternatives from which to try new experiences and reports the individual's preferences.
  5. Identifies community services that offer "new experiences" to individuals served (e.g., People First, ACT)."
- B. Promotes individual participation in support services, consulting the person and involving him or her in the support process (e.g., daily support of consumer's emotional needs).
  1. Interacts with individuals using a communication style that is appropriate for their needs and preferences.
  2. Interacts with consumers in an open, non-judgmental manner by using active listening skills, engaging in supportive discussions, and assisting individuals in identifying feelings.
  3. Provides advice and guidance to individuals as requested or needed regarding daily life events and issues.
  4. Uses effective problem solving strategies when faced with a crisis or situation that needs resolution, (e.g., identifies problem, de-escalates, mediates, provides reassurance, uses group conflict resolution).
  5. Provides information and listens to individual needs and preferences regarding issues of sexuality and dating.
- C. Provides opportunities for the participant to be a self-advocate, encouraging and assisting the individual to speak on his or her on behalf.
  1. Asks individual what he/she thinks about situations before acting or making decisions and waits for response.
  2. Assists individuals in expressing feelings in social situations when others are treating them disrespectfully or are ignoring them.

3. Assists individuals in identifying things that she/he should feel good or proud about.
  4. Responds to complaints voiced by consumers in a timely and respectful manner.
  5. Is aware of self-advocacy organizations and resources within communities and supports individual with exposure and participation within these settings.
- D. Provides information about human, legal, civil rights and other resources, facilitates access to such information and assists the participant to use information for self-advocacy and decision making about living, work and social relationships.
1. Identifies the rights of individuals with disabilities and the consequences if those rights are violated.
  2. Is aware of human, legal and civil rights and resources with community to obtain information regarding these rights.
  3. Supports self-advocates in expressing these rights and taking action to realize these rights in areas such as employment and sexuality.

**7. Assessment - Staff are knowledgeable about formal and informal assessment practices in order to respond to the needs, desires and interest of the individuals.**

- A. Staff are knowledgeable of assessment and processes used to discover the needs, preferences and capabilities of the participants and how they are used in development and review of the service plan.
1. Knows specific information about the history, needs, and preferences of the individuals served, including characteristics, behavior, family, cultural background and medical issues.
  2. Knows the common characteristics of various types of disabilities and how these characteristics effect the day to day life of the individuals served.
  3. Knows the characteristics of specific disabilities, diseases or conditions and how they effect the lives of individuals with disabilities, including but not limited to: hearing impairments, traumatic brain injuries, mental illness, Downs syndrome, Huntington's disease, autism, aging and dementia, Prader-Willi syndrome, diabetes, blindness, attention deficit disorder.
  4. Identifies what items/activities/places/people are reinforcing to the individual.
  5. Locates information on the person's history, family, cultural and medical background.
  6. Accurately relays specific information about the preferences of the individuals served, including characteristics, behavior, primary areas of vulnerability, level of supervision required for daily living skills and medical issues.
  7. Knows individual information regarding vulnerable adults and implements abuse, neglect, and exploitation prevention and reporting practices.
  8. Interacts in a culturally sensitive manner with people from diverse backgrounds.
  9. Identifies the need for ongoing changes in assessment practices as individual consumer needs change.
  10. Assesses and describes individual's preferences for programs and learning.

11. Uses effective instructional strategies based on how the individual best learns.
  12. Interacts with coworkers, families and others in a culturally competent manner.
- B. Staff discuss both formal and informal findings and recommendations with the individual in a clear and understandable manner.
1. Reports and explains industry jargon and terminology regarding assessment and interactions to individuals in a clear and understandable manner.
  2. Seek feedback from consumer regarding assessment results, recommendations for programs, progress, and intervention strategies, and discuss consumer input with other team members.
- C. Assists, completes or arranges for assessments to determine the needs, preferences, and capabilities of the participants by gathering information, informing the individual about what to expect throughout the assessment process, using appropriate assessment tools and strategies, reviewing the process for inconsistencies, and making corrections as necessary.
1. Uses various developmental assessments (e.g., Global, Vineland, Scales of Independent Behavior).

**8. Advocacy - Staff should be knowledgeable about the diverse challenges facing individuals (i.e. human rights).**

- A. Assists and/or represents the individual when there are barriers to his or her service needs (e.g., understanding/advocating consumer needs).
1. Understands and communicates individual needs, wants and choices to his/her family, coworkers, the organization and the system.
  2. Provides individuals with opportunities and experiences provided to others in society.
  3. Supports individuals in realizing their choices by respecting, honoring and advocating for their choices.
  4. Asks questions and observes individuals to determine their needs, wants and preferences.
  5. Listens to family, consumer and friends regarding the individuals needs and preferences.
  6. Provides encouragement to consumer regarding the realization of his/her hopes, dreams, and choices.
  7. Identifies the rights of individuals served and will assert the need to respect these rights when staff feels they are being violated in any way by any person.
  8. Acts in the best interests of person being served based on his/her individuals preferences and needs not in response to staff personal interests.
  9. Integrates individual choice into day to day routine.
  10. Accurately identifies whether a described or observed situation should be reported as a suspected case of abuse or neglect.

11. Accurately identifies steps to take and appropriate sources of information if the staff person observes or becomes aware of a possible case of suspected abuse or neglect.
12. Motivates others to do something to honor consumer needs/wants.
13. Assists individual as needed in making phone calls and writing letters regarding preferences, needs and wants.

**9. Community and Service Networking - Staff are knowledgeable about the formal and informal supports available in his or her community and are skilled in assisting the individual to identify and gain access to such supports.**

- A. Staff helps to identify the needs of individuals for community supports working with individuals to identify resources, places, events, and assisting them to initiate community connections.
  1. Uses appropriate communication skills with families, day program staff and other support team members.
  2. Takes consumers on community outings (e.g., movies, eating, shopping, dances, clubs).
  3. Assesses consumer interests and choices and provide choices.
  4. Understands behavior, health concerns and emergency plan/supervision needs of consumers' community activities.
  5. Knows health care provider guidelines and options implements appropriate street safety skills.
  6. Identifies community education class.
  7. Knows consumer responses to community situations.
  8. Identifies and secures religious supports and services.
  9. Helps to plan vacations.
  10. Is oriented to community (geography, directions to various locations).
- B. Researches, develops and maintains information on community and other resources relevant to the needs of participants.
  1. Knows community resources and options.
  2. Knows and uses tools to find events/information/help (e.g., newspaper, phone book).
  3. Is aware of available support services.
- C. Ensures individual access to needed community resources coordinating supports across agencies.
  1. Knows public and private transportation resources.

**10. Building and Maintaining Friendships and Relationships - Support the participant in the development of friendships and other relationships.**

1. Assists the individual as needed in planning for community activities and events (e.g., making reservation, staff needs, money, materials, accessibility).
2. Assists the individual as needed in arranging transportation for community events.

3. Documents community activities and events.
4. Encourages and assists the individual as needed in facilitating friendships and peer interactions.
5. Encourages assists the individual as needed in communication with parents/family (e.g., phone calls, visits, letters).
6. Implements individual supports regarding community activities.
7. Provides incentive or motivation for consumer involvement in community outings.
8. Assists the individual as needed in getting to know and interacting with his/her neighbors.
9. Encourages and assists the individual as needed in dating.
10. Encourages and assists the individual as needed in communicating with social workers and financial workers.

**11. Communication - Staff are knowledgeable about the range of effective communication strategies and skills necessary to establish a collaborative relationship with the individual.**

- A. Uses effective, sensitive communication skills to build rapport and channels of communication by recognizing and adapting to the range of individual communication styles.
  1. Accurately describes individual's wants/needs based their communication style.
  2. Describes common communication strategies that are effective in communicating with most people with developmental disabilities (e.g., simple phrases, one to two word sentences, directive vs. nondirective).
  3. Includes people with developmental disabilities in conversations with staff and others.
  4. Identifies one or more techniques or alternative communication strategies that staff should use, if having difficulty communicating with a person.
- B. Uses modes of communication that are appropriate to the communication needs of individuals.
  1. Uses alternative communication systems to interact and communicate with individuals (sign language, computers, Touch Talkers), as applicable.
  2. Uses augmentative communication devices to interact with and to aid individuals with disabilities in communicating (e.g., picture boards, switches, communication books), as applicable.
  3. Accurately identifies the primary communication style/model used by each person served.
  4. Accurately identifies one or more communication methods/models most helpful to promote receptive communication to engage the person.
  5. Identifies various alternative and augmentative communication devices.

**12.Crisis Intervention - Knowledgeable about crisis prevention, intervention and resolution techniques and should match such techniques to particular circumstances and individuals.**

- A. Identifies the potential for crisis for the individual participants.
  - 1. Knows vulnerable adult reporting procedures in accordance to agency and state policies and procedures.
  - 2. Knows the vulnerabilities of all individuals within the home (e.g., individual abuse prevention plan).
  - 3. Knows the legal requirements regarding responding to individuals in crisis.
  - 4. Provide appropriate supervision to individuals based on their individual plan.
  - 5. Recognizes and responds to signs of impending crisis based on the unique characteristics of each individual.
- B. Monitors crisis situations, discusses incident with authorized staff and individuals, adjusts supports and the environment and complies with regulations for reporting.
  - 1. Knows and implements de-escalation techniques (e.g., redirection, counseling choice).
  - 2. Knows policies and procedures for when an individual runs away.
  - 3. Completes applicable paperwork regarding crisis situations (e.g., incident/accident, emergency use of aversive/deprivative procedures).
  - 4. Remains calm when responding to crisis situation.
  - 5. Identifies correct procedure in the event of a crisis.
  - 6. Uses time-out and other aversive or deprivative procedures in accordance with individual plans, agency policies and procedures and state laws.
  - 7. Keeps general order in home (e.g., not cluttered and exits free from blockage).

**13.Staff pursues knowledge and information necessary to perform job duties.**

- 1. Interacts with individuals, coworkers, supervisors and all others in a professional manner.
- 2. Sets appropriate boundaries between work and personal life.
- 3. Completes work in an organized and time efficient manner.
- 4. Recognizes the importance of and uses a sense of humor while at work and in interacting with individuals served.
- 5. Presents self as a leader.
- 6. Responds to stressful situations in a calm and professional manner.

**14.Vocational, Education and Career Support - Knowledgeable about the career and education related concerns of individuals.**

- A. Knows the individual's vocational interests.
  - 1. Observes and identifies consumer vocational preferences, needs, and choices.
  - 2. Advocates with service provider and case manager for individual consumer to realize vocational choices and desires.



3. Identifies vocational service options for individual with his/her community.
4. Assists the individual in developing job seeking and keeping skills.